MILITARY SURFACE DEPLOYMENT AND DISTRIBUTION COMMAND

SMALL BUSINESS CONFERENCE

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CHIEF, OPERATIONS &
ANALYSIS BRANCH

March 22, 2004

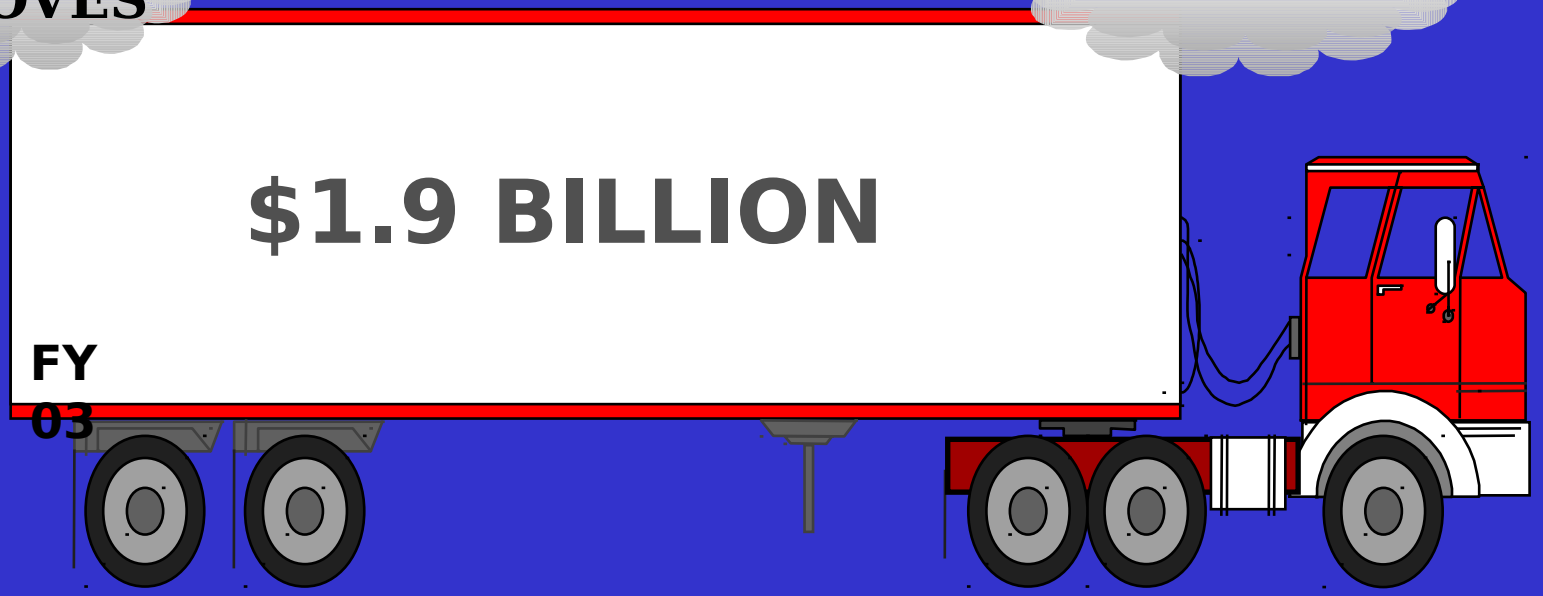
PURPOSE

- **PROVIDE INFORMATION ON THE DEPARTMENT OF DEFENSE PERSONAL PROPERTY PROGRAM**

DOD PERSONAL PROPERTY PROGRAM SCOPE

OVER 500,000 MOVES

APPROXIMATELY 1000 Carriers



DOD IS INDUSTRY'S SINGLE LARGEST CUSTOMER

CARRIER QUALIFICATION PROCESS

- **PROCESS FOR CARRIER QUALIFICATION**
  - Visit our web site at www@sddc.army.mil
  - Click personal property/POV
  - Click “How to do business in the department of defense personal property program”
  - Establish an Electronic Transportation Acquisition (ETA) account
  - Contact information at ppqual@sddc.army.mil
  - Applications processed via the web

CARRIER QUALIFICATION PROCESS (CONTD)

- **REQUIRED DOCUMENTS**
  - Electronic tender of service signature sheet (ETOSSS)
  - List of countries, states & code(s) of service offered
  - Performance bond (submitted by Surety co)
  - Cargo liability insurance
  - $22,500 per shipment (submitted by Insurance co)
  - Certificate of independent pricing form
  - Financial statements
  - Additional required documentation

CARRIER QUALIFICATION DIGITAL CERTIFICATE

- **INFORMATION ON DIGITAL CERTIFICATE**
  - **Department of Defense mandate**
    - **Start Date: April 30, 2004**
  - **Learn about digital certificates**
    - **https://eta.sddc.army.mil/help.asp**
    - **Click on digital certificate frequently asked questions (FAQ)**
  - **Questions: TOPS Help Desk – 800-331-7348**

SUBMISSION OF RATES

- **CARRIERS MAY SUBMIT RATES FOR ANY OR ALL OF THE FOLLOWING:**
  - Domestic Intrastate/Interstate
  - Domestic Volume Moves
  - Domestic Boat/Mobile Home One-Time-Only
  - International Through Bill of Lading/Special Soliciation
  - International One-Time-Only
  - Direct Procurement Method International Commercial Air

- **SDDC MANAGES THE PROGRAM BY:**
  - Maintaining/Updating rate solicitations
  - Accepting rates semi-annually
  - Verifying Letters of Intent

CARRIER PEFORMANCE

- **MONITORING CARRIER PERFORMANCE**
  - Each shipment is evaluated (scored) by Origin PPSO
  - Carrier is notified of individual shipment scores bi-monthly
  - Individual shipment scores are combined semi-annually to produce and overall quality score
  - Carriers are placed on Tonnage Distribution Roster based on semi-annual quality score and submitted rate
  - A minimum quality score must be met to be eligible for shipment offers

- **SDDC MANAGES CARRIER PERFORMANCE BY:**
  - Convening Carrier Review Boards
  - Processing Carrier appeals
  - Providing guidance to PPSOs worldwide

ADDITIONAL SDDC SUPPORT OF CURRENT PROGRAM

- **STAFF ASSISTANCE VISITS (SAV'S) IN CONUS**

- **OPERATIONAL ISSUES**
  - **Frustrated shipments/bankruptcies**
  - **Storage-In-Transit (SIT) warehouse saturation**
  - **Unusual occurrences**
  - **Summer surge/peak season**

- **MANAGES PERSONAL PROPERTY ISSUES IN EUROPE AND PACIFIC LOCATIONS**
  - **Conducts SAV'S in their area of responsibility**
  - **Conducts Training for:**
    - **ANNUAL WORKSHOP**
    - **AMERICAN EMBASSY STAFF**
    - **DEPARTMENT OF STATE STAFF**

OPERATIONS AND ANALYSIS BRANCH CONTACT INFORMATION

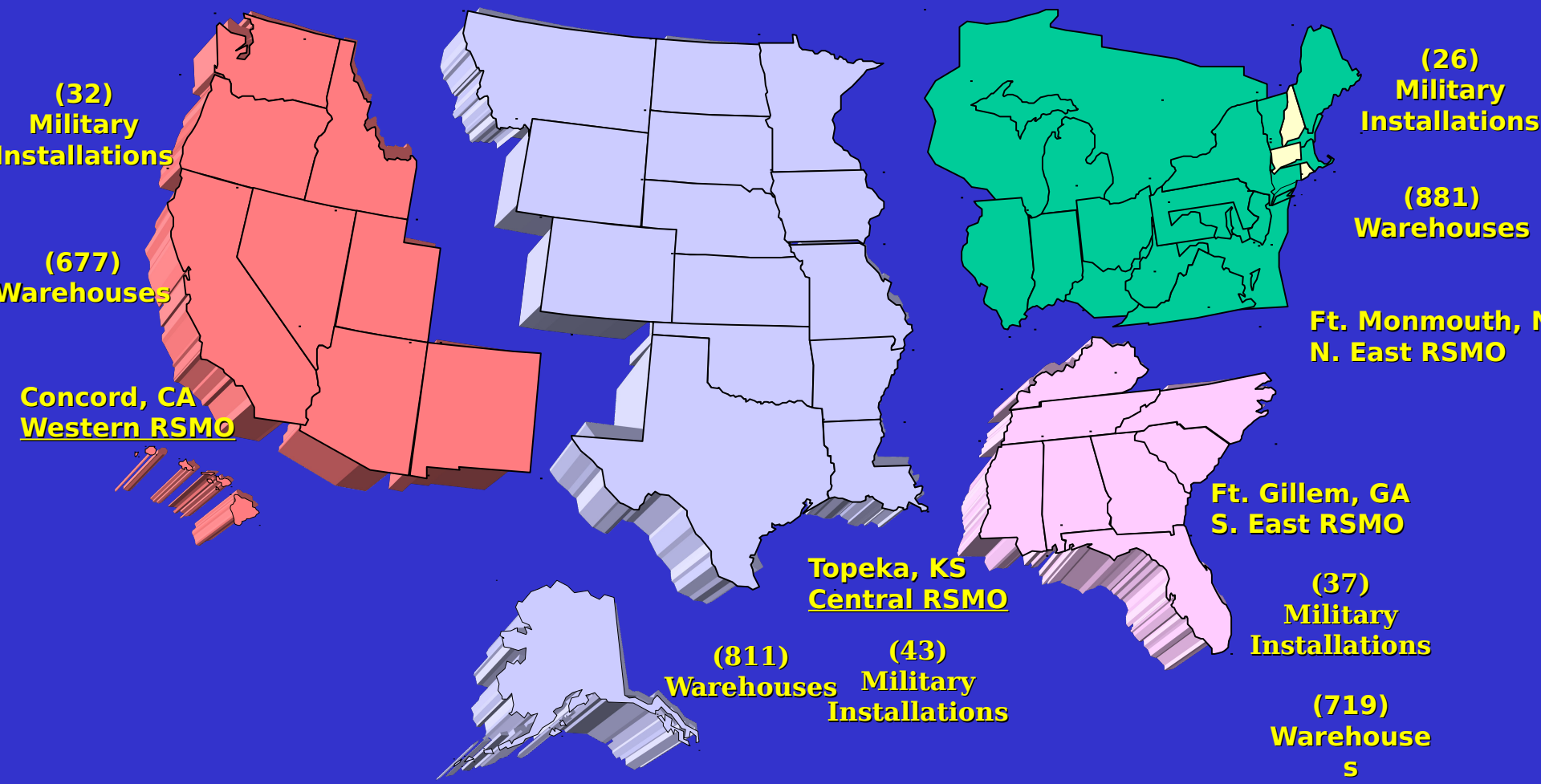
- **QUALIFICATIONS & PERFORMANCE TEAM**
  - ppqual@sddc.army.mil or ppperf@sddc.army.mil
  - DSN 328-3279/3280
- **RATES TEAM**
  - ppdomrates@sddc.army.mil or ppintlrates@sddc.army.mil
  - DSN 328-3281/3282
- **OPERATIONS TEAM**
  - ppops@sddc.army.mil
  - DSN 328-3495
- **PERSONAL PROPERTY OFFICE EUROPE**
  - PPD@eucom.mil
  - DSN 314-430-5558/5313
- **PERSONAL PROPERTY OFFICE PACIFIC**
  - agenaw@pac.sddc.army.mil
  - DSN 315-456-3741

NON-TEMPORARY STORAGE OVERVIEW

- 1956 – Program Inception
- 1976 – 18 “Field Offices” consolidated to 4 Regional Storage Management Offices (RSMO’s)

- RSMO Functions
  - Award/administer BOA’s
  - Approve/inspect NTS/SIT storage facilities
  - Evaluate loss/damage claims
  - Investigate unusual occurrences/oversee restoration process
  - Survey/evaluate ITO/TMO warehouse space requirements

4-REGIONAL STORAGE MANAGEMENT OFFICES (RSMO'S)



NTS CONTACTS

- Mr. Jim Jakle, Central RSMO
  785-861-4524
- Mr. Jim Whitmire, Southeast RSMO
  404-469-5923
- Mr. Mike Morroney, Western RSMO
  925-246-4230
- Mr. Phil Sanfilippo, Northeast RSMO
  732-532-0558

MOVEMENT OF POVs WITHIN DTS BEFORE GPC

GPC SHIPPING/STORAGE

- **SHIPPING**
  - **Effective Nov 1998**
  - **Worldwide service with single contractor**
  - **Processing**
    - **1-hour standard**
    - **Joint survey**
    - **Site settlement process**
- **STORAGE**
  - **Effective in GPC I (1 May 02)**
  - **GPC storage within CONUS**
  - **PCS movements only**
  - **Entitlement (uniforms service members)**
  - **Turn in sites worldwide (GPC/DOD/DOS)**

GPC II Contract

- **SERVICE BEGAN 1 NOV 03**
  - Awarded on “Best Value”
  - Cost and service considered
  - **Enhancements**
    - On site settlements ($1,000)
    - Minor repairs to stored vehicles (up to $150.00)
    - Contractor provides customer with status reports on stored vehicles
  - **Potential 10 years of Performance**
    - Two year base
    - Three one-year options
    - Five one-year award terms

Families First: Vision

- Provide a customer focused, user friendly program that continually assesses customer satisfaction and provides metrics
- Build a streamlined program, easier to execute for the ITO/TMO and program managers
- Employ cutting edge technology and best practices to build a single, paperless DoD Personal Property Program that integrates and automates all processes that support our families' moves worldwide

Origin, Pilots and IPTs

- **Origin of "Families First"**
  - **Four Personal Property Pilots since 1994**
  - **TRANSCOM HHG Survey**
  - **June 2002: CDR TRANSCOM recommends to SECDEF…**
    - **Improve carrier performance through best value acquisition**
    - **Streamline the claims/liability process**
    - **Implement an integrated information management system**
  - **July 2002: CDR TRANSCOM tasks CG SDDC…**
    - **Establish Program Oversight Office at SDDC**
    - **Develop a coordinated Implementation Strategy by the end of FY02**

Key Elements of Families First

- Best value distribution of DoD personal property business
- Quality Transportation Providers
- Customer Satisfaction Surveys
- Full Replacement Value (FRV) protection for lost or damaged property
- Electronic filing of claims
- Direct claims settlement between customer and the Transportation Provider (TP)
- Direct communication between customer and the Transportation Provider
- Increase Direct Deliveries
- Online web counseling
- Personal Property Decision Support System
- E-commerce billing and payment using PowerTrack

Features of Phase I

- **Interim Customer Satisfaction Survey (ICSS)**
  - **ICSS Web Tool to be deployed April 2004 ***
  - **Twelve months of customer survey results will impact performance scores when “Families First” begins**

- **Implementing CWA and PowerTrack**
  - **Evaluation Period with limited sites and volunteer TPs**
  - **Full rollout to all sites after successful Evaluation**

*** Tentative date**

Features of Phase II

- Defense Personal Property System (DPS)
- Rate Reasonableness
- Full Replacement Value
- Commercial based tariff for domestic
- Single Factor Rate will continue be used for international
- Best Value Distribution
- Direct Claims settlement between customer and TP

Features of Phase III

- "Families First" will expand to include additional shipments types beginning in October 2006

- Shipment types to be added for Phase III include:
  - Direct Procurement Moves (DPM)
  - Non-Temporary Storage (NTS)
  - Support for Intra-Theater contracts

Status of Families First Program

- Phase 1 (CWA/PowerTrack) implementation for limited sites began in March.
- TGET will be incorporated into CWA to support the DFAS automated backend payment process
- Web-based ICSS application rollout in April 2004 *
- DPS procurement currently is underway – award expected in April 2004
- Full Replacement Value (FRV) Authorization bill signed in November 2003 (FRV will be available in “Families First” in October 2005)
- SDDC is working to update the Defense Transportation Regulation (DTR) & business rules associated with moving personal property
- Families First rollout with DPS is expected in October 2005
- DPS Full Operating Capacity is expected in October 2006

* Tentative Date

QUESTIONS
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